

Office Assistant IV

Dept: Global

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate administrative support work in support of administrative, program or technical operations, performing data entry, keeping records, reports and files, responding to public contact, troubleshooting office equipment, and related work as apparent or assigned. Work is performed under the moderate supervision of the department director.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Screens and directs clients and visitors; explains a variety of readily available information in responding to inquiries; answers calls and directs them to the appropriate source based on knowledge of the organization.
- Schedules, reschedules, confirms and cancels appointments.
- Codes and prepares statements for services rendered.
- Conducts data entry of financial invoices.
- Compiles routine office reports and verifies completeness; performs calculations to verify data; compares and extracts data from other sources for verification.
- Establishes a variety of files based on established guidelines; files and retrieves materials based on general instructions.
- Receives and records a high volume of incoming mail; logs and verifies incoming information.
- Collects specific information from clients, patients or the public to establish or update records or to initiate a process.
- Prepares and submits requisitions for supplies, equipment and maintenance.
- Assists with completion of annual budget and preparation and submission of reports.
- Reviews and verifies standardized forms, records and applications for accuracy and completeness; verifies, corrects, codes and completes information using specific guidelines.
- Reviews incoming correspondence or documents; selects or initiates standardized responses necessary to complete process; routes for next processing step.
- Receives and records monies; verifies and balances reports; codes to budget, enters into ledger and reconciles errors in batch totals. Maintains a limited unit budget; compiles routine statistical reports; reconciles account balances.
- Incumbents in this position may perform duties specific to department operation or daily needs, outside those listed above.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Some knowledge of standard office practices, procedures, equipment and office assistance techniques; some knowledge of business English, spelling and arithmetic; some skill operating standard office equipment and applicable hardware and software; some skill preparing and reviewing documents; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to read and understand basic county and state policies and procedures of limited scope and difficulty; ability to type accurately at a reasonable rate of speed; ability to operate standard office and computer equipment and perform basic word processing and/or simple data entry; ability to establish and maintain effective working relationships with work associates and the general public.

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Education and Experience

High school diploma or GED and two years experience, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

None.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

Office Assistant IV

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date